

## IN THE CLAIMS

- 1 1. (currently amended) A method for testing an emergency response service, the method  
2 comprising the computer-implemented steps of:  
3 registering, with the emergency response service, a first agent as a first endpoint, a  
4 second agent as a second endpoint, and a test location;  
5 mapping a public emergency line to the test location;  
6 initiating a call to the public emergency line from the ~~phone~~ second agent; and  
7 determining whether the call was properly routed by the emergency response service  
8 to the first agent.
- 1 2. (original) The method of claim 1, wherein the step of registering comprises  
2 registering the first agent as a Public Safety Answering Point (PSAP) endpoint.
- 1 3. (original) The method of claim 1, wherein the step of registering comprises  
2 registering the test location as an emergency response location (ERL) with the  
3 emergency response service.
- 1 4. (original) The method of claim 3, wherein the step of registering comprises:  
2 configuring the ERL to route calls that are initiated to the public emergency line to  
3 the first agent as a Public Safety Answering Point (PSAP) endpoint; and  
4 wherein the step of determining whether the call was properly routed includes  
5 determining whether the call was routed by the ERL to the first agent as the  
6 PSAP endpoint.

1 5. (original) The method of claim 4, further comprising the computer-implemented steps  
2 of:  
3 configuring the ERL to route calls that are initiated to the public emergency line to a  
4 third agent as an On Site Alert Number (OSAN) endpoint; and  
5 determining whether the call was properly routed by the emergency response service  
6 to the third agent.

1 6. (original) The method of claim 3, further comprising the computer-implemented steps  
2 of:  
3 configuring the ERL to route calls that are initiated to the public emergency line to a  
4 third agent as an On Site Alert Number (OSAN) endpoint; and  
5 determining whether the call was properly routed by the emergency response service  
6 to the third agent.

1 7. (original) The method of claim 1, further comprising the computer-implemented steps  
2 of:  
3 registering, with the emergency response service, a third agent as an On Site Alert  
4 Number (OSAN) endpoint; and  
5 determining whether the call was properly routed by the emergency response service  
6 to the third agent.

1 8. (original) The method of claim 1, wherein the step of determining whether the call  
2 was properly routed by the emergency response service includes determining whether

the call was properly routed at least in part through a Voice-Over-Internet-Protocol (VOIP) network.

9. (original) The method of claim 1, wherein the steps of initiating and determining include initiating and determining automatically and periodically.

10. (original) A method for testing a gateway that is coupled to a public-switched telephone network and that is associated with an emergency response service, the method comprising the computer-implemented steps of:  
registering, with the emergency response service, a first agent as an endpoint, a phone as a Public Safety Answering Point (PSAP) endpoint, and a test location;  
configuring the phone to answer incoming calls with a voice mail system;  
mapping a public emergency line to the test location;  
initiating a call to the public emergency line from the first agent; and  
by accessing the voice mail system, determining whether the call was routed by the gateway through the public-switched telephone network to the phone as the PSAP.

11. (original) The method of claim 10, wherein the steps of initiating and determining include initiating and determining automatically and periodically.

12. (currently amended) A computer-readable medium carrying one or more sequences of instructions for testing an emergency response service, which instructions, when executed by one or more processors, cause the one or more processors to carry out the steps of:

5 registering, with the emergency response service, a first agent as a first endpoint, a  
6 second agent as a second endpoint, and a test location;  
7 mapping a public emergency line to the test location;  
8 initiating a call to the public emergency line from the ~~phone~~ second agent; and  
9 determining whether the call was properly routed by the emergency response service  
10 to the first agent.

1 13. (original) The computer-readable medium of claim 12, wherein the step of registering  
2 comprises registering the first agent as a Public Safety Answering Point (PSAP)  
3 endpoint.

1 14. (original) The computer-readable medium of claim 12, wherein the step of registering  
2 comprises registering the test location as an emergency response location (ERL) with  
3 the emergency response service.

1 15. (original) The computer-readable medium of claim 14, wherein the step of registering  
2 comprises:  
3 configuring the ERL to route calls that are initiated to the public emergency line to  
4 the first agent as a Public Safety Answering Point (PSAP) endpoint; and  
5 wherein the step of determining whether the call was properly routed includes  
6 determining whether the call was routed by the ERL to the first agent as the  
7 PSAP endpoint.

1 16. (original) The computer-readable medium of claim 15, wherein the instructions cause  
2 the one or more processors to carry out the further steps of:

3 configuring the ERL to route calls that are initiated to the public emergency line to a  
4 third agent as an On Site Alert Number (OSAN) endpoint; and  
5 determining whether the call was properly routed by the emergency response service  
6 to the third agent.

1 17. (original) The computer-readable medium of claim 15, wherein the instructions cause  
2 the one or more processors to carry out the further steps of:  
3 configuring the ERL to route calls that are initiated to the public emergency line to a  
4 third agent as an On Site Alert Number (OSAN) endpoint; and  
5 determining whether the call was properly routed by the emergency response service  
6 to the third agent.

1 18. (original) The computer-readable medium of claim 12, wherein the instructions cause  
2 the one or more processors to carry out the further steps of:  
3 registering, with the emergency response service, a third agent as an On Site Alert  
4 Number (OSAN) endpoint; and  
5 determining whether the call was properly routed by the emergency response service  
6 to the third agent.

1 19. (original) The computer-readable medium of claim 12, wherein the step of  
2 determining whether the call was properly routed by the emergency response service  
3 includes determining whether the call was properly routed at least in part through a  
4 Voice-Over-Internet-Protocol (VOIP) network.

1 20. (original) The computer-readable medium of claim 12, wherein the steps of initiating  
2 and determining include initiating and determining automatically and periodically.

1 21. (original) A computer-readable medium carrying one or more sequences of  
2 instructions for testing a gateway that is coupled to a public-switched telephone  
3 network and that is associated with an emergency response service, which  
4 instructions, when executed by one or more processors, cause the one or more  
5 processors to carry out the steps of:  
6 registering, with the emergency response service, a first agent as an endpoint, a phone  
7 as a Public Safety Answering Point (PSAP) endpoint, and a test location;  
8 configuring the phone to answer incoming calls with a voice mail system;  
9 mapping a public emergency line to the test location;  
10 initiating a call to the public emergency line from the first agent; and  
11 by accessing the voice mail system, determining whether the call was routed by the  
12 gateway through the public-switched telephone network to the phone as the  
13 PSAP.

1 22. (original) The computer-readable medium of claim 21, wherein the instructions cause  
2 the processors to automatically and periodically carry out the steps of initiating and  
3 determining.

1 23. (currently amended) A system for testing an emergency response service, the system  
2 comprising:

3 means for registering, with the emergency response service, a first agent as a first

4 endpoint, a second agent as a second endpoint, and a test location;

5 means for mapping a public emergency line to the test location;

6 means for initiating a call to the public emergency line from the ~~phone~~ second agent;

7 and

8 means for determining whether the call was properly routed by the emergency

9 response service to the first agent.

1 24. (original) A system for testing a gateway that is coupled to a public-switched  
2 telephone network and that is associated with an emergency response service, the  
3 system comprising:

4 means for registering, with the emergency response service, a first agent as an

5 endpoint, a phone as a Public Safety Answering Point (PSAP) endpoint, and a

6 test location;

7 means for configuring the phone to answer incoming calls with a voice mail system;

8 means for mapping a public emergency line to the test location;

9 means for initiating a call to the public emergency line from the first agent; and

10 means for determining, by accessing the voice mail system, whether the call was

11 routed by the gateway through the public-switched telephone network to the

12 phone as the PSAP.

1 25. (currently amended) A system that can test an emergency response service, the  
2 system comprising:

3 a network interface;

4 a processor coupled to the network interface and receiving messages from a network  
5 through the network interface;  
6 a computer-readable medium comprising one or more stored sequences of  
7 instructions which, when executed by the processor, cause the processor to  
8 carry out the steps of:  
9 registering, with the emergency response service, a first agent as a first  
10 endpoint, a second agent as a second endpoint, and a test location;  
11 mapping a public emergency line to the test location;  
12 initiating a call to the public emergency line from the ~~phone~~ second agent; and  
13 determining whether the call was properly routed by the emergency response  
14 service to the first agent.

1 26. (original) A system that can test a gateway that is coupled to a public-switched  
2 telephone network and that is associated with an emergency response service, the  
3 system comprising:  
4 a network interface;  
5 a processor coupled to the network interface and receiving messages from a network  
6 through the network interface;  
7 a computer-readable medium comprising one or more stored sequences of  
8 instructions which, when executed by the processor, cause the processor to  
9 carry out the steps of:



10                    registering, with the emergency response service, a first agent as an endpoint,  
11                    a phone as a Public Safety Answering Point (PSAP) endpoint, and a  
12                    test location;  
13                    configuring the phone to answer incoming calls with a voice mail system;  
14                    mapping a public emergency line to the test location;  
15                    initiating a call to the public emergency line from the first agent; and  
16                    by accessing the voice mail system, determining whether the call was routed  
17                    by the gateway through the public-switched telephone network to the  
18                    phone as the PSAP.